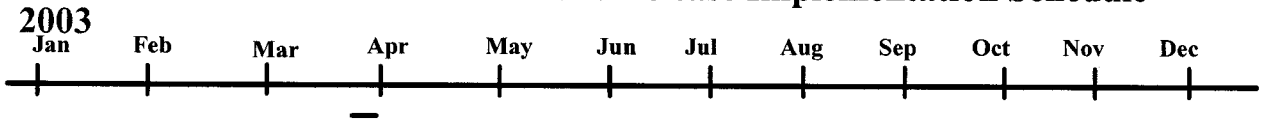
Attachment 1

CCP Feature Release Implementation Schedule



03/29/03 – 03/30/03 12.0 BellSouth Production Release
- **Interactive Agent – EDI - #1 CCP Prioritized (CR0186) – TARGETED**
- **EDI Pre-Ordering – #2 CCP Prioritized (CR0101)- TARGETED**
- **Correct Ringmaster RNP - #7 FTTF (CR0495) - TARGETED**
- **Multi Feature Discount - #9 FTTF (CR0496) - TARGETED**
- **4-Wire Digital Loops - #12 FTTF (CR0729) - TARGETED**
- **MemoryCall Access #-LENS Viewable - #14 FTTF (CR 0674) - TARGETED**

LEGEND

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Attachment 2

BELLSOUTH

July 19, 2002
Release 12.0 Package Meeting
MEETING MINUTES

MEETING NAME	MINUTES PREPARED BY:	DATE PREPARED
Release 12.0 Package Meeting (March 2003 Release)	Cheryl Storey – Change Management Team	7-22-02

Participants/Attendees

PARTICIPANT	COMPANY
Cheryl Storey	BST - CCP
Valerie Cottingham	BST - CCP
Audrey Thomas	BST
Peter Cole	AT&T
Kathy Rainwater	BST - CCP
Mike Young	Telcordia
Tami Swenson	Accenture
Dennis Davis	BST - CCP

PARTICIPANT	COMPANY
Nicole Kisling	Birch
Meena Masih	BST
Gary Jones	BST Flow Through
Rose Kirkland	BellSouth Technology
Tyra Hush	WorldCom
Dale Donaldson	Epb Telcom
Mel Wagner	Birch
Heather Thompson	Allegiance

Meeting Information History

DATE	START TIME	END TIME
7/19/02 Conf Bridge	1:30 PM ET	2:00 PM ET

MEETING PURPOSE

- **Present & Discuss the Release 12.0 Package (March 2003 Release)**
- **Review Action Items & Assign Owners**

BELLSOUTH

July 19, 2002
Release 12.0 Package Meeting
MEETING MINUTES

MEETING MINUTES

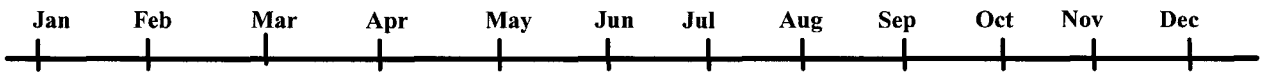
Agenda Items	Discussion
1. Introductions/Welcome	Cheryl Storey (BST-Change Management Team) welcomed everyone and stated that the purpose of this call was to present and discuss the Release Package for the March 2003 Release. Two documents were distributed for review/discussion: • CCP Feature Release Implementation Schedule (PowerPoint) • 2003 Work Breakdown Schedule (Excel spreadsheets)
2. Release 12.0 Package	Audrey Thomas (BST) provided the status of the Infrastructure upgrades. The Infrastructure changes will migrate the Encore platform to Integrated Digital Network (IDN). Audrey indicated that activities are currently underway, mainly the TAG XML conversion. The next step was to migrate some of the Products/Services from Encore to IDN. BST had planned to begin migrating these products with Release 12.0 in March 2003. Since additional information is needed from the planning and analysis phase before this migration can take place, the decision was made to delay this effort until a later date. Due to this delay, capacity has been freed up to work other requests in the March 2003 Release. BST will continue to keep the CLECs informed of updates with Infrastructure changes via CCP meetings. Meena Masih (BST) presented the Release 12.0 package. Release 12.0 is a BST Production Release and is scheduled for implementation 3/29/03 - 3/30/03. The change requests that are targeted for Release 12.0 include: • CR0186 - Interactive Agent • CR0101 - EDI Pre-Order • CR0495 - Correct Ringmaster RNP (FTTF) • CR0496 - Multi-Feature Discount (FTTF) • CR0729 - 4-Wire Digital Loops (FTTF) • CR0674 - MemoryCall Access #-LENS Viewable (FTTF) Mel Wagner (Birch) questioned if these items were included in the release scope because of capacity that was freed up. Meena replied 'yes'. Tyra Hush (MCI WorldCom) questioned if there were any mandates planned for Release 12.0. Meena replied that at this time, no mandates are planned for this release. Meena stated that the draft user requirements for Release 12.0 would be provided in two weeks.

Agenda Items	Discussion
	Tyra questioned why "targeted" was listed on the flagship by each change request for Release 12.0. Meena replied that BellSouth is still in the analysis phase and determining if supporting infrastructure changes will be needed for some of the change requests. The intention is to deliver the change requests listed on the flagship for Release 12.0. Tyra also questioned how this impacts the planned TAG Infrastructure changes. BST replied there are no dependencies. Audrey stated that for Interactive Agent, meetings with the CLEC community will be scheduled to better understand the requirements. Since the OBF technical meeting for Interactive Agent is no longer in existence, BellSouth needs additional information on what standards Interactive Agent should be built. The deadline for understanding the IA requirements is by 9/30/02. A CLEC meeting will be scheduled by no later than 8/14/02 (possibly the next EDI User's Group meeting). BellSouth will submit questions in advance to the CLEC community prior to the meeting. See Action Items.
3. 2003 Work Breakdown Schedule	Meena reviewed the 2003 Work Breakdown Schedule. A revised copy will be provided to the CLECs later today to reflect minor corrections (change in years, '02' to '03'). See Action Items. It was questioned if ELMS6 was on target. Meena replied 'yes'. Mel questioned when the other 2003 release dates would be added to the flagship. Meena replied that as a release scope is presented, it would be added to the flagship document. Mel also questioned the dates for the maintenance releases. Meena indicated that as the actual dates are confirmed, they would be added to the flagship. The months for the maintenance releases are firm.
4. Summary of New Action Items	

NEW ACTION ITEM: BellSouth to schedule a meeting with the CLECs to better understand the requirements for Interactive Agent. BellSouth will submit questions in advance to the CLEC community prior to the meeting.
NEW ACTION ITEM: BellSouth to distribute a revised copy of the 2003 Work Breakdown Schedule that reflects minor corrections (change in years, '02' to '03). **Status**: Revised 2003 WBS distributed 7-19-02.

Attachment 3

2002 CCP Feature Release Implementation Schedule



1/5/02 Minor Release 10.3 Production (CAVE)
- Parsed CSR – (CR0369)-2
- Mechanized Line Splitting – (CR0441)-2
- New Install with No Prior Service at Location – (CR0229)- CCP Prioritized April 2001- 4
- Line Splitting-Remove Edit in LMU Prohibiting CLEC from Receiving Loop Data (CR0409)-2
- Mechanized LMU Fix-LFACS/RSAG Address Mismatch Results in Neighborhood Report (CR0422)-2
- Unable to View PSO Indicator on LENS CSR (CR0459)-6
- Mechanized LMU-Inappropriate Error Message when segment number, cable and pair are omitted on reservation request (CR0527)-6
- FOCs and Notifications sent to CO FAX Number, not User FAX Number in LENS (CR0530)-6
- Can't SUP2 or SUP3 orders when "ELEVATION" field populated in LENS (CR0532)-6
- LENS does not display correct LNA options for Partial Migrations (CR0536)-6
- LENS does not allow an ESTIMATE DUE DATE for REQTYP A ACT of C (CR0537)-6
- Random numbers for a specific NPA are not available on resale change orders at times in LENS (CR0540)-6
- LEO to populate internal TC OPT field with a Y when submitted TC OPT is NO (CR0542)-6
- FBI Field Defect (CR0570)-6
- Paper Responses being returned on electronic orders (CR0571)-6
- Status (NA) only being returned on FOC (CR0573)-6

1/11/02 Maintenance Release 10.3a
- SASS/LASS/DDASS being parsed into the SASN/LASN/DDASN Fields (CR0602)-6

2/2/02 Maintenance Release 10.3.1
- Allow Electronic processing of Unbundled Universal Digital Channel(UDC) Loop Orders-(CCP FTTF)-(CR0557)-2
- Unable to view LSF Information on LENS CSR- (CR0459)-6
- Validation on TN vs Address Req Types A and E (formerly EDI1215990001)-(CR0371)-5
- Enhancements to hunting-(CR0606)-4
- Phase 1a-Order Tracking-(CR0040)-CCP Prioritized April 2001-#1-5
- Migration of UNE-P Notifications – Removal of CRIS SANO check (CR0133)-2
- LENS users unable to validate an address at a DPA location when attempting to issue a C order when the CSR has a DPA (CR0580)-6
- Parsed CSR – DES field displays capitalization of first letter in the designation (CR0588)-6
- Parsed CSR – YPH number is not included in the parsed listing for additional listings (CR0589)-6
- Parsed CSR– LTXTY is not returned when foreign cross-reference listing is shown (CR0590) –6
- Parsed CSR – When /LSC 65 is present, City is displayed in parenthesis (CR0591) -6
- Parsed CSR – LNFN field is parsed with non-name data (CR0592) –6
- Parsed CSR – DIRNAME is parsing with an extra space after the comma that separates city and state (CR0593) –6
- Parsed CSR – LNLN does not parse correctly when spacing rules were not followed to establish listing (CR0594) -6
- Parsed CSR – TL field contains part of LNFN (CR0595) –6
- Parsed CSR – DES field displays capitalization of first letter in the second word of the description (CR0596) –6
- Parsed CSR – The Listed Address is not parsed correctly when a street name is the same as a thoroughfare abbreviation (CR0597) –6
- Parsed CSR – Multiple LTEXT is displaying as one line of text (CR0598) –6
- Parsed CSR – DDALO Descriptive LOC not parsed correctly (CR0599) –6
- Parsed CSR – LA is not parsed on secondary listings (CR0600) –6
- Parsed CSR – MSG ID and MSG Text not being returned on successful Parse CSR queries (CR0601) –6
- Parsed CSR - TT, ADI, YPH, NSTN and LTN are displayed on the first occurrence and are displayed in a list without the associated listing. (CR0610)-6
- TAG 7.7 – Line Sharing Disconnects Requiring Cable ID to be Input (CR0608) –6
- Notifications for Auto-Clarifications are being formatted incorrectly (CR0612)-6
- OCN Mis-mapping for CSR retrievals in TAG (CR0626)-6
- LSR appears in LENS but not TAG (CR0498)-6

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2002 CCP Feature Release Implementation Schedule

Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec

2/8/02-2/9/02- Maintenance Release 10.3.2
- Fla NPA Split 561/772
- LENS/TAG miscalculation of UNE P Due Dates -(CR0520) –6
- UNE-P Due Date – When line USOC is in feature field, a due date is not calculated (CR0643)-6

3/23/02-3/24/02 Minor Release 10.4 Production
- SI Enhancement for SL1, SL2, DS0, DS1 and ISDN -(CR0016)-CCP Prioritized April 2001 -5
- Flow thru Request Type CB, Act of P and Q-(CR137)-CCP Prioritized April 2001 –2,5
- Add Ability to Create New Listings in LENS-(CR0096)- CCP Prioritized April 2001-5
- Local Service Freeze-Availability for REQTYP M Non-Complex (CR0657)-2
- Single C-2
- Parsed CSR - Hunting (CR0651)-5
- Phase 1b-Order Tracking-(CR0040)-CCP Prioritized April 2001-#1-5
- Incorporation of LENS into CAVE (CR0543)-4

∀Incorrect Error Message Being Sent on an Auto-clarify for a SUP (CR0611) -6
∀LESOG is failing to return the new DD on FOC for all REQTYPs for SUP3's (CR0620) -6
∀JACK USOC does not appear on LENS summary & not submitted to LEO when ordered on REQTYP E, ACT of C (CR0627) -6
∀LENS is allowing users with expired passwords to enter system (CR0628) -6
∀FOCs not received/status only on DSL (CR0632) -6
∀Parsed CSR – First DID Trunk USOC parses (CR0633) -6
∀Parsed CSR – Directory Delivery House Number containing a hyphen parses with hyphen (CR0634) -6
∀Parsed CSR – Error message displayed to the CLEC when access to record is not authorized improperly formats customer code (CR0635) -6
∀Parsed CSR – When directory delivery address contains initials (CR0636) -6
∀Parsed CSR – When caption listing encountered the YPH FID is incorrectly incorporated into caption arrangement,does not parse (CR0637) -6
∀Parsed CSR – Listed Name is parsed although part of caption arrangement when /DGN is part of the caption (CR0638) -6
∀Parsed CSR – Additional Listings that are part of indention arrangement should not parse when "OV" or "UN" listing instruction codes used (CR0639) –6
∀Parsed CSR – Miscellaneous Account Numbers are parsed and displayed in the ATN field (CR0703)-6

- Missing xDSL Notifications to EDI (CR0658)-6
- Mech LMU-Unable to reserve specific cable and pair in an associated terminal (CR0547)-6
- CFA Invalid Auto Clarification (CR0585)-6
- No Value is being returned for SNUM by SGG/TAG for Loop Makeup (CR0681)-6

3/28/02 - Maintenance Release 10.4.1
- Service Order Generator defect for Call Forwarding/Busy and Don't Answer Numbers(CR0706)-6
- Sporadic error message on LMU inquiries in LENS (CR0713)-6
- Single C - Error on Hunting on REQTYP M Conversions (CR0715)-6
- Single C - "O" Action Code USOC BSX++ REQTYP M ACT=V & M (CR0716)-6

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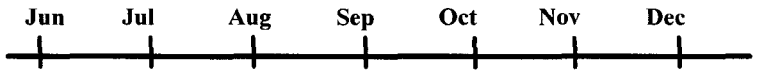

6/1/02 – 6/2/02 Minor Release 10.5 Production (CAVE)
- View Multiple CSR s Simultaneously-(CR0020)-CCP Prioritized April 2001 -5
- TOS Field on REQTYP J-(CR0038)-CCP Prioritized April 2001 –4
- Order Tracking Phase 2a-xDSL -(CR0040)-CCP Prioritized April 2001-#1-5
- Extended Loops (EELS)-(CR0078)-CCP Prioritized April 2001 –2,5
- Remove a TN from a LENS LSR-(CR0145)-CCP Prioritized April 2001 –4
- Default the listed TN-(CR0146) -CCP Prioritized April 2001 –4
- Change Main Account Number-(CR0365)-CCP Prioritized April 2001 -5
- Provide CFA via pre-order (formerly TAG0812990001)- (CR 0368)-CCP Prioritized April 2001 - 5
- Perform Facility Check in Florida –(CR0461)-2

∀ Process cancel SUP after auto-clarify defect (CR0471)-6
- Processing SUP on manually canceled orders (CR0472)-6
- Sending CLEC LORD and ECKKT on auto-clarify defect (CR0473)-6
- LSRs in Q Status-Do Not Display Error Message on SUPP- CCP/FTTF -(CR 0494)-2

∀ LENS does not display original TN in Selected Box of TN reservation screen on supp if TN is unavailable in backend systems (CR0535) –6
- Electronic Ordering of UDC-Phase II-Planned Manual Fallout to Flow Through (CR0557)-2

∀ XDSL RESID Defect for Reuse of Facilities (CR0574)-6
∀ No FOCs Received after Jeopardies (CR0586)-6
- RESID Validation Defect for Migration of xDSL multi-line accounts and documentation update (CR0618) –6

∀ EDI Mercator Software Incorrectly sending positive functional acknowledgements (CR0642) –6
∀ Bldg-EU on xDSL Firm Order is not being mapped by SGG (CR0668) –6
∀ Lens does not display partial LMU info when backend systems timeout (CR0678)-6
- LENS has invalid Type Of Service on Line Share orders (CR0679)-6

∀ ZDRG FID for REQTYPs M & A, ACTYP V, P, & Q defect (CR0682)-6
- When SGG encounters an IOFileError in the File Processor, notifications are not being returned (CR0692)-6

∀ Lens designer alternate call drop down box retained on listing type field (CR0697)-6
∀ LESOG Hunting Defect - Hunting FID remains populated behind the line USOC in error when Hunting has been removed (CR0705)-6
∀ Modification to Strip List for UNE-P (CR0739) (includes Strip SPP from orders to allow Flow Through (CR0724))-6
∀ File with no valid data failed to map/send neg FA (CR0737)-6
∀Correct BST Error RCYC 009 (CR0740)-6
∀ Correct BST Error YPH LIST 010 (CR0741)-6
∀ L-ORD missing and DD incorrect on FOC after order is manually created (CR0744)-6
∀ FOC sent to CLEC instead of CA status after Order is manually canceled (CR0745)-6
∀ LESOG not clarifying for WSOP (CR0767)-6
∀ TAG DDC giving inconsistent due dates on feature exceptions (CR0770)-6
∀ Allow a disconnect number when migrating from retail/resale to xDSL (CR0774)-6
∀ System not populating a conversion USOC on service order for REQTYP M, ACT of V, LNA of G (CR0781)-6
∀ LENS displays excess data on view LSR screen for fields LISTMN & LIST ADDR (CR0787)-6
∀ Incorrect Error Message on Auto Clarify When Circuit Not Found On CABS Account (CR0795)-6

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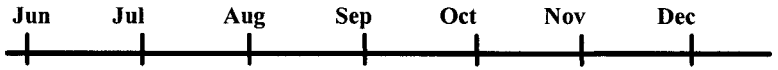

6/3/02-6/15/02 10.5M Maintenance

- LMU via LENS experiencing COG API 0003 errors (CR0802)-6
- LSRs receiving COG API 0003 error if TAG API prior to 7.7 is used (CR0803)-6
- Migration LSR's using LNA of G Defect (CR0804)-6
- LSR's auto-clarified for WSOP when address has working QuickServ (CR0805)-6
- LENS loses data at times on secondary feature details on LNA if details have a space (CR0806)-6
- SUPs submitted on xDSL LSRs where initial pass of the LSR was prior to Release 10.5 and Required Exception Management were routed to Wrong Exception Management Tool (CR0807)-6
- Reject not being received when orders submitted with invalid CC/PON/VER (CR0808)-6
- PD Status from order generated manually caused system to start new order flow (CR0811) -6
- CP Status not being sent sporadically on UDC, EELs and xDSL orders (CRO812)-6
- CA status being sent to CLEC on manually cancelled order (CR0821) -6
- Internal System Validation Messages are being sent to CLECs (CR0822) -6

6/16/02 Maintenance Release 10.5a

- CA Status was Not Being Sent Back to Center on Automated Order (CR0831)-6

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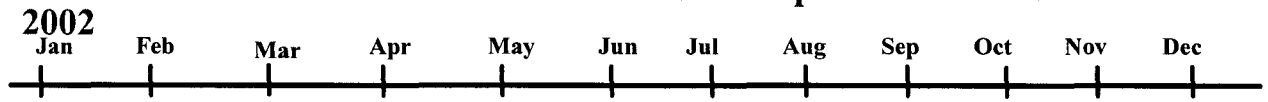

8/24/02-8/25/02 Minor Release 10.6 Production

- **•Partial Migration of UNE Loops (REQTYP A)-(CR0029)-CCP Prioritized April 2001-2,4**
- **•Flow Through REQTYP BB, ACTs of P&Q, Loop w/LNP (CR0160)-2**
- **•Allow Changes in Directory Deliveries-(CR0196)-CCP Prioritized April 2001-4**
- **•CN Returned on Incorrect LSR Version-(CR0241)- CCP Prioritized April 2001-5**
- **∀LENS Errors (CR0339)-6**
- **∀Electronic Processing of Unbundled Copper Loop (UCL) Non-Designed (CR0541)-2**
- **∀ZDRG FID for REQTYPs M&A, ACTYP V, P, & Q defect (CR0682)-6**
- **∀TAG does not return BLP validation stating problems with NPA/NXX's defect (CR0693)-6**
- **∀LESOG Hunting Defect - REQTYP E & M, ACT TYP C, HA=D&C, LNA=D&X-(CR0704)-6**
- **∀To make the RESID optional when ordering an SL1 non-designed-(CR0707)-2**
- **∀Add Denials/Restorals on Converted/Disconnected Accounts (CR0725)-2**
- **∀LENS - LMU for Spare Facilities returns an error msg if Cable/Pair ID is greater than 10 (CR0730)-6**
- **∀If an LSR falls for manual handling in some situations, the FOC and PD statuses have different Order Numbers (CR0743)-6**
- **∀New Due Date on Supp 02 not being placed on Service Order (CR0753)-6**
- **∀UNE-P Call Scope Changes (CR0756)-2,6**
- **∀ECCKT information is not being returned with the FOC on some LNP loop orders (CR0766)-6**
- **∀Wording on TAG API message is incorrect for message TAGS3415 (CR0769)-6**
- **∀Large inbound Encore file took excessive time to map – EDI (CR0780)-6**
- **∀Conversion to EELS not allowing LNA of D and LNA of N on same LSR (CR0800)-6**
- **∀Multiple BANs returning on FOCs on EDI orders (CR0809)-6**
- **∀LENS - on new locations with no prior service, LENS may supply the wrong address validation at times (CR0810)-6**
- **∀LENS -If a LENS user shows the wrong area for a CSR, LENS will retrieve the CSR (CR0823)-6**
- **∀LENS -On supplemental orders with BLDG, PIER or WING info, the customer may receive an error msg stating "INVALID ADDRESS ON ORIGINAL LSR" (CR0824)-6**
- **∀LENS -When performing a Supplement 03 (All Other Changes) the Local Contact Name and Local Contact Telephone Number are not being returned (CR0825)-6**
- **∀CA Status is being sent back to CLEC with a clarification from center (CR0836)-6**
- **∀Incorrect Informational Message Is Provided When 15+ Lines Included on LSR (CR0837)-6**
- **∀LENS returns an error msg "String Index out of range:-1" when attempting to view a CSR that has USOCs without FID data floated behind it (CR0838)-6**
- **∀LENS returns all TNS to backend systems (CR0848)-6**
- **∀Delay in Unsolicited Notifications (CR0865)-6**
- **∀LSR's rejecting indicating the ATN/EATN must match on REQTYP M, ACT of V, LNA of X (CR0869)-6**

12/7/02 – 12/8/02 Major Release 11.0.Production (CAVE)

- **•Order Tracking Phase 2b-CCP Prioritized-(CR0040)- April 2001-5**
- **•UNE to UNE Bulk Migrations-(CR0215)- CCP Prioritized April 2001-5**
- **•ACT of T- (CR0228)-4**
- **•LENS to Flow-Thru Coin LSRs-(CR0492)-2**
- **•Mechanization of Unbundled Copper Loop-Non Designed (UCL-ND)-(CR0541)-2**
- **•OCN Mis-mapping for CSR Retrievals in TAG (CR0625)-2**
- **•LNP intermittently assigns TNs to another customer on Remote Call Forwarding (CR0788)-6**
- **•xDSL ACT of T Sup's should drop for manual handling (CR0850)-6**

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Attachment 4

Capability Maturity Model® (SW-CMM®) for Software

The Capability Maturity Model for Software describes the principles and practices underlying software process maturity and is intended to help software software organizations improve the maturity of their software processes in terms of an evolutionary path from ad hoc, chaotic processes to mature, disciplined software processes. The CMM is organized into five maturity levels:

1) Initial. The software process is characterized as ad hoc, and occasionally even chaotic. Few processes are defined, and success depends on individual effort and heroics.

2) Repeatable. Basic project management processes are established to track cost, schedule, and functionality. The necessary process discipline is in place to repeat earlier successes on projects with similar applications.

3) Defined. The software process for both management and engineering activities is documented, standardized, and integrated into a standard software process for the organization. All projects use an approved, tailored version of the organization's standard software process for developing and maintaining software.

4) Managed. Detailed measures of the software process and product quality are collected. Both the software process and products are quantitatively understood and controlled.

5) Optimizing. Continuous process improvement is enabled by quantitative feedback from the process and from piloting innovative ideas and technologies.

Predictability, effectiveness, and control of an organization's software processes are believed to improve as the organization moves up these five levels. While not rigorous, the empirical evidence to date supports this belief.

Except for Level 1, each maturity level is decomposed into several key process areas that indicate the areas an organization should focus on to improve its software process.

The key process areas at Level 2 focus on the software project's concerns related to establishing basic project management controls. They are Requirements Management, Software Project Planning, Software Project Tracking and Oversight, Software Subcontract Management, Software Quality Assurance, and Software Configuration Management.

The key process areas at Level 3 address both project and organizational issues, as the organization establishes an infrastructure that institutionalizes effective software engineering and management processes across all projects. They are Organization Process Focus, Organization Process Definition, Training Program, Integrated Software Management, Software Product Engineering, Intergroup Coordination, and Peer Reviews.

The key process areas at Level 4 focus on establishing a quantitative understanding of both the software process and the software work products being built. They are Quantitative Process Management and Software Quality Management.

The key process areas at Level 5 cover the issues that both the organization and the projects must address to implement continual, measurable software process improvement. They are Defect Prevention, Technology Change Management, and Process Change Management.

Each key process area is described in terms of the key practices that contribute to satisfying its goals. The key practices describe the infrastructure and activities that contribute most to the effective implementation and institutionalization of the key process area.

For a more detailed overview of the CMM, see:

- Mark C. Paulk, Bill Curtis, Mary Beth Chrissis, and Charles V. Weber, "Capability Maturity Model, Version 1.1," IEEE Software, Vol. 10, No. 4, July 1993, pp. 18-27.

or the CMM itself. Version 1.1 of the CMM, which was released in 1993, is now available as a book:

- Carnegie Mellon University, Software Engineering Institute (Principal Contributors and Editors: Mark C. Paulk, Charles V. Weber, Bill Curtis, and Mary Beth Chrissis), *The Capability Maturity Model: Guidelines for Improving the Software Process*, ISBN 0-201-54664-7, Addison-Wesley Publishing Company, Reading, MA, 1995.

For information on the benefits of CMM-based software process improvement, see:

- James Herbsleb, Anita Carleton, et al., "Benefits of CMM-Based Software Process Improvement: Initial Results," Software Engineering Institute, CMU/SEI-94-TR-13, August 1994.
- Patricia K. Lawlis, Robert M. Flowe, and James B. Thordahl, "A Correlational Study of the CMM and Software Development Performance," Crosstalk: The Journal of Defense Software Engineering, Vol. 8, No. 9, September 1995, pp. 21-25.

Also see the CMM-related articles.

QUESTIONS

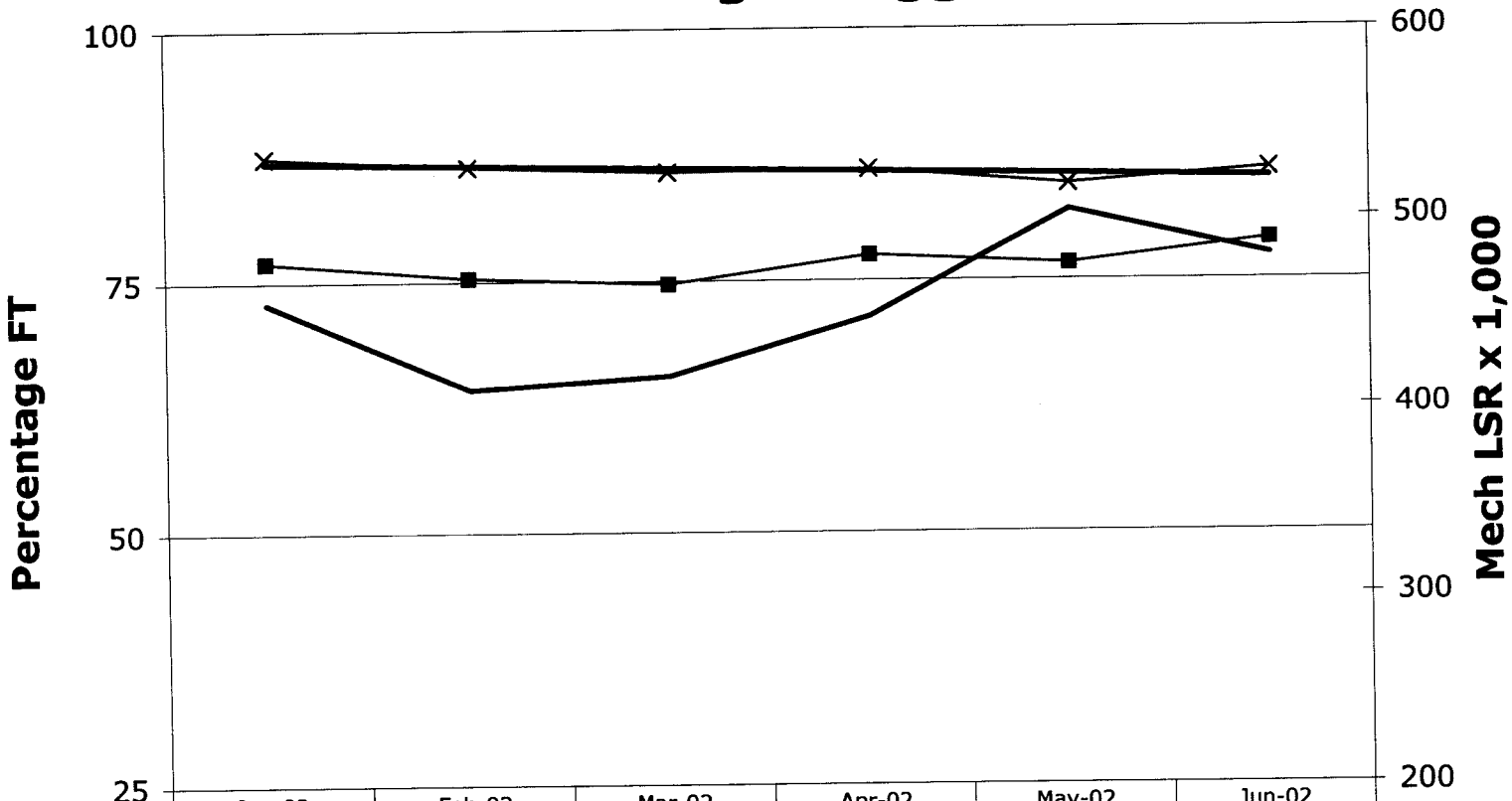
Return to top of the page

Return to main page

URL: http://www.sei.cmu.edu/cmm/cmm.sum.html
Last Modified: 24 April 2002

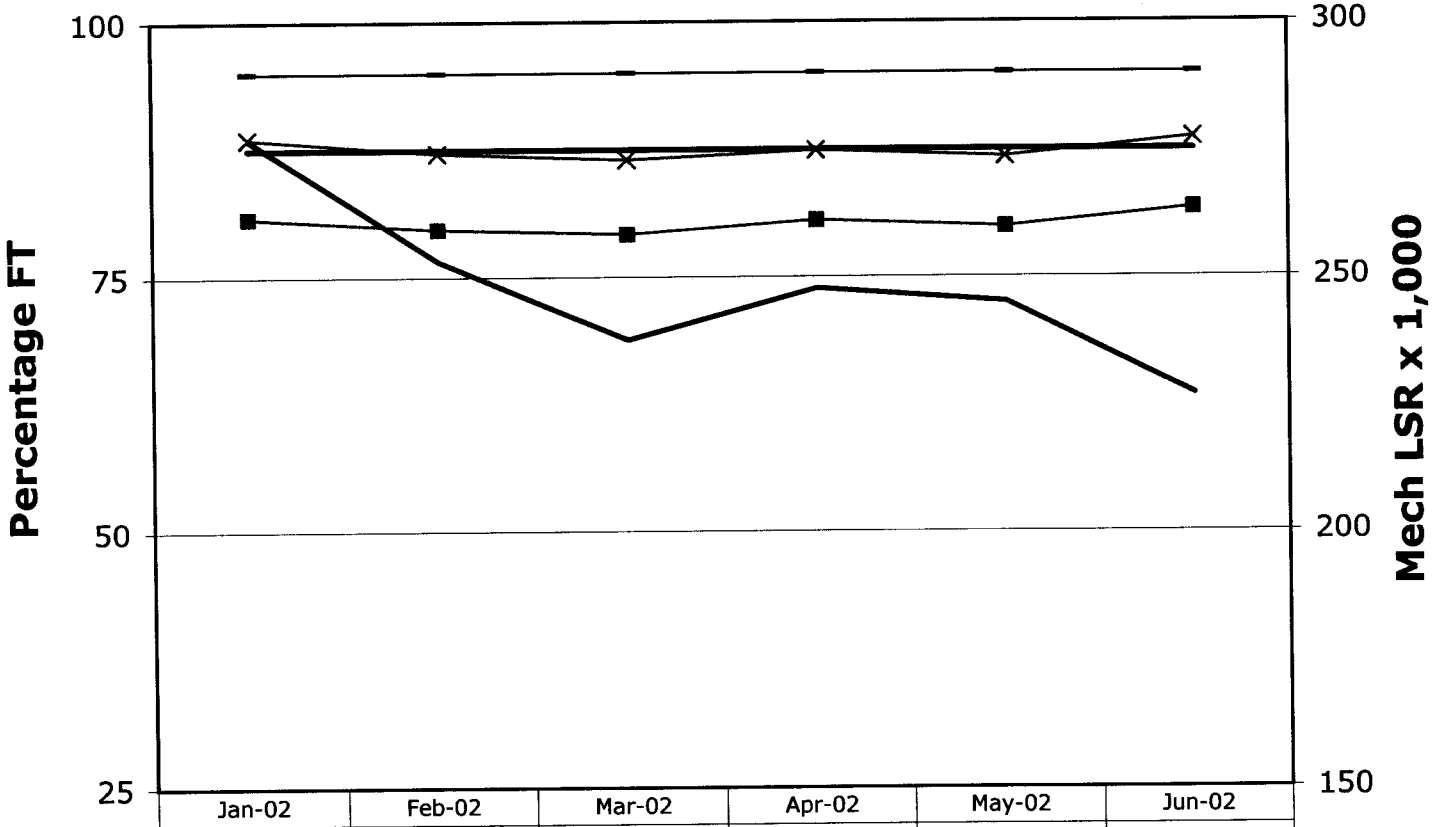
Attachment 5

Flow Through - Aggregate



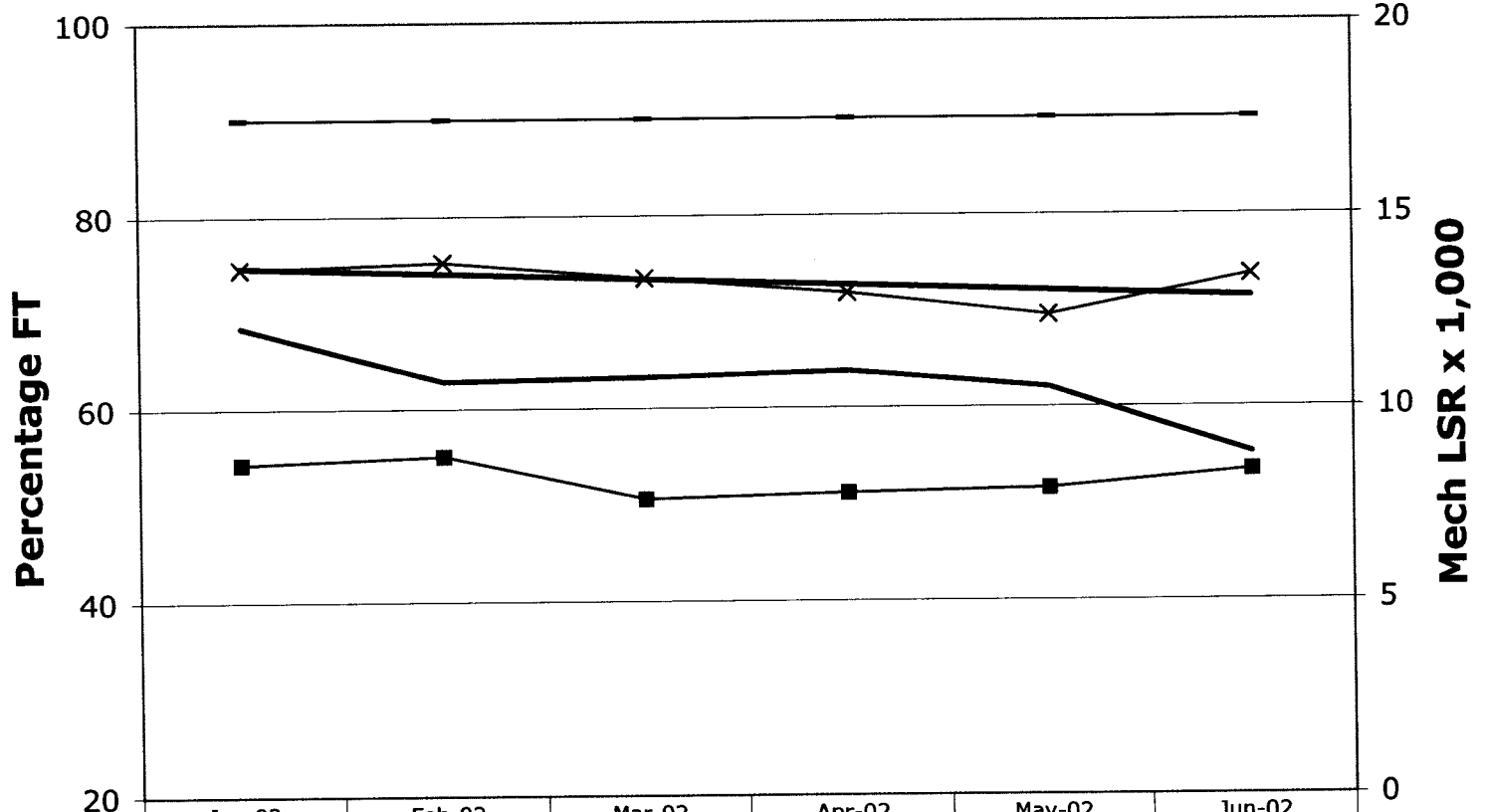
	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02
%Flow Through	87.4	86.4	85.8	86.1	84.5	86.0
%Achieved Flow Through	77.0	75.4	74.7	77.5	76.6	79.0
Total Mech LSR's x 1,000	455.5	409.3	416.3	447.6	503.6	479.6

Flow Through - Residential



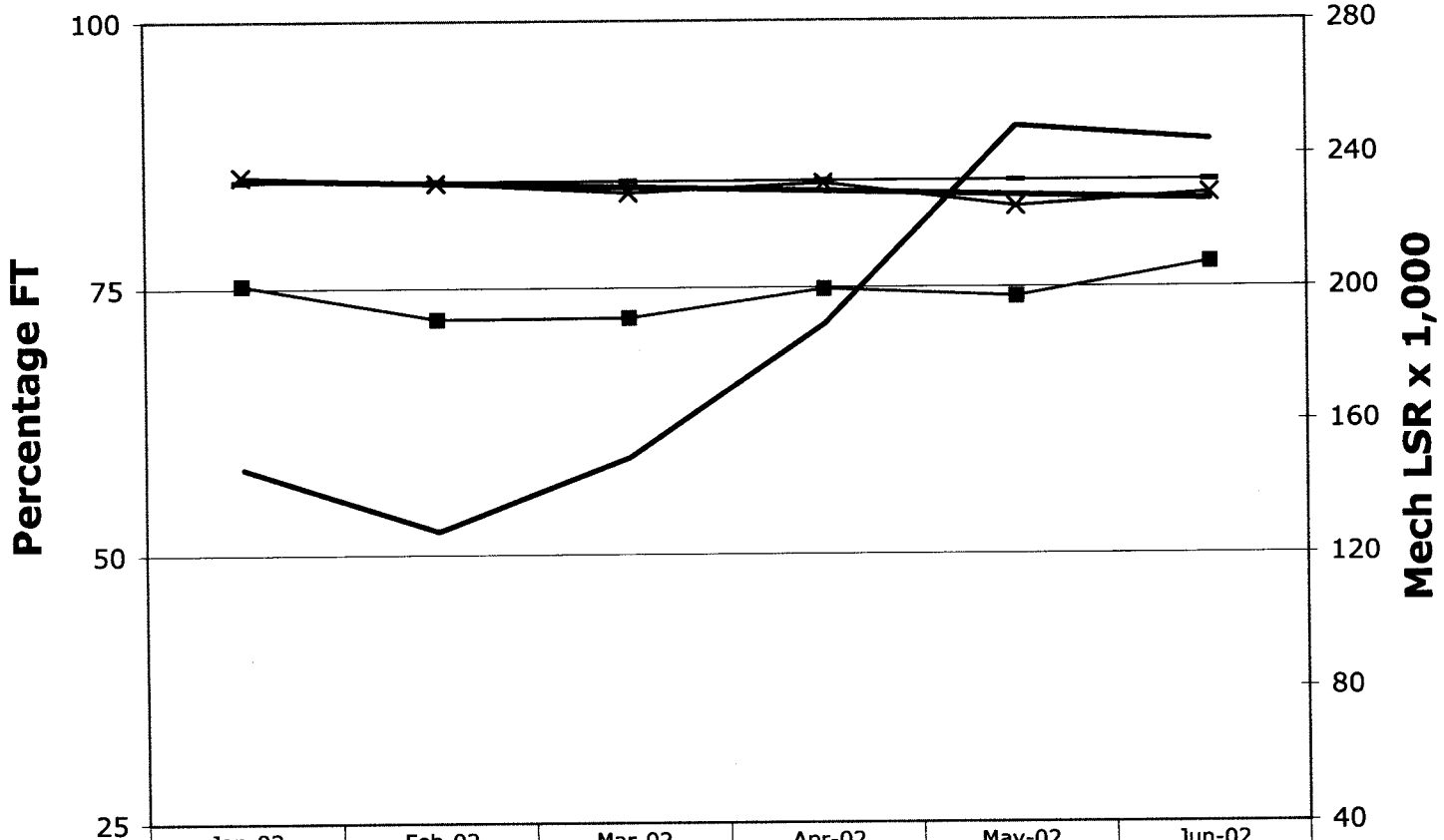
	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02
%Benchmark	95.0	95.0	95.0	95.0	95.0	95.0
%Flow Through	88.6	87.2	86.5	87.4	86.7	88.6
% Achieved Flow Through	80.8	79.7	79.2	80.5	79.9	81.7
Total Mech LSR's x 1,000	276.9	253.1	237.7	247.7	245	226.8

Flow Through - Business



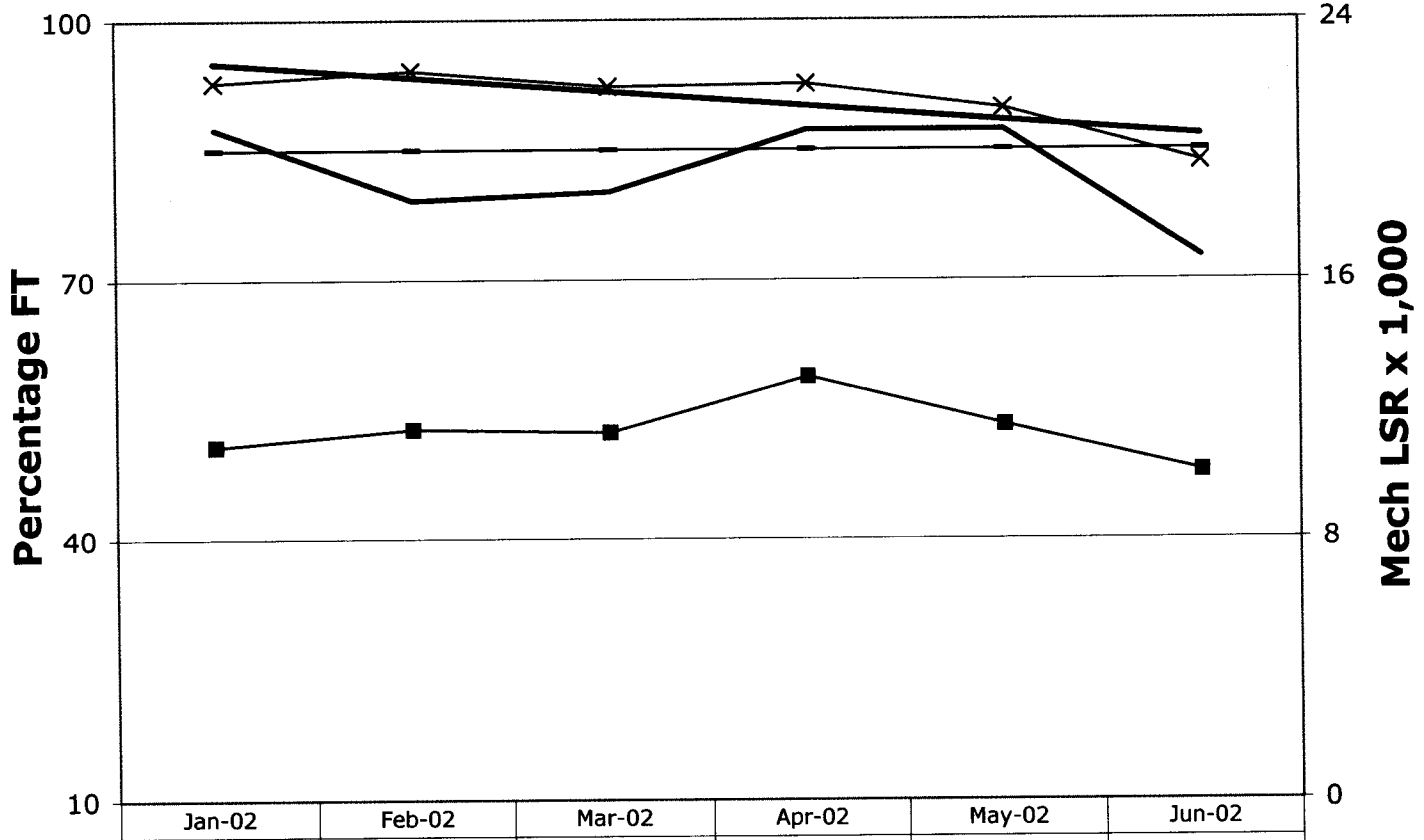
	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02
%Benchmark	90.0	90.0	90.0	90.0	90.0	90.0
%Flow Through	74.6	75.2	73.5	71.9	69.5	73.7
% Achieved Flow Through	54.3	55.1	50.6	51.2	51.6	53.4
Total Mech LSR's x 1,000	12.1	10.7	10.8	10.9	10.5	8.8

Flow Through - UNE



	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02
%Benchmark	85.0	85.0	85.0	85.0	85.0	85.0
%Flow Through	85.5	84.9	83.9	84.8	82.6	83.8
% Achieved Flow Through	75.3	72.1	72.2	74.9	74.1	77.3
Total Mech LSR's x 1,000	145.8	127.0	149.1	189.0	248.1	244

Flow Through - LNP



	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02
%Benchmark	85.0	85.0	85.0	85.0	85.0	85.0
%Flow Through	92.8	94.1	92.3	92.6	89.8	83.6
% Achieved Flow Through	50.7	52.7	52.3	58.8	53.2	47.8
Total Mech LSR's	20.6	18.4	18.7	20.6	20.6	16.7

	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02
Aggregate								
Total Mech LSR's x 1,000	392.0	369.0	455.5	409.3	416.3	447.6	503.6	479.6
% Achieved Flow Through	75.5	74.9	77.0	75.4	74.7	77.5	76.6	79.0
%Flow Through	86.5	87.0	87.4	86.4	85.8	86.1	84.5	86.0

Residential	**Nov-01**	**Dec-01**	**Jan-02**	**Feb-02**	**Mar-02**	**Apr-02**	**May-02**	**Jun-02**
Total Mech LSR's	244,533.0	221,718.0	276,926.0	253,123.0	237,652.0	247,694.0	245,039.0	226,834.0
Total Mech LSR's x 1,000	244.5	221.7	276.9	253.1	237.7	247.7	245	226.8
% Achieved Flow Through	82.1	81.6	80.8	79.7	79.2	80.5	79.9	81.7
%Flow Through	89.4	89.5	88.6	87.2	86.5	87.4	86.7	88.6
%Benchmark	95.0	95.0	95.0	95.0	95.0	95.0	95.0	95.0

Business	**Nov-01**	**Dec-01**	**Jan-02**	**Feb-02**	**Mar-02**	**Apr-02**	**May-02**	**Jun-02**
Total Mech LSR's	12134.0	9724.0	12122.0	10709.0	10,800.0	10,948.0	10,474.0	8,779.00
Total Mech LSR's x 1,000	12.1	9.7	12.1	10.7	10.8	10.9	10.5	8.8
% Achieved Flow Through	53.3	52.5	54.3	55.1	50.6	51.2	51.6	53.4
%Flow Through	75.2	74.1	74.6	75.2	73.5	71.9	69.5	73.7
%Benchmark	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0

LNP	**Nov-01**	**Dec-01**	**Jan-02**	**Feb-02**	**Mar-02**	**Apr-02**	**May-02**	**Jun-02**
Total Mech LSR's	21034.0	17807.0	20639.0	18446.0	18,705.0	20,563.0	20604.0	16,722
Total Mech LSR's x 1,000	21.0	17.8	20.6	18.4	18.7	20.6	20.6	16.7
% Achieved Flow Through	54.9	47.9	50.7	52.7	52.3	58.8	53.2	47.8
%Flow Through	91.2	87.6	92.8	94.1	92.3	92.6	89.8	83.6
%Benchmark	85.0	85.0	85.0	85.0	85.0	85.0	85.0	85.0

UNE	**Nov-01**	**Dec-01**	**Jan-02**	**Feb-02**	**Mar-02**	**Apr-02**	**May-02**	**Jun-02**
Total Mech LSR's	114297.0	119789.0	145792.0	127006.0	149,121.0	189,007.0	248,097.0	244,024.00
Total Mech LSR's x 1,000	114.3	119.8	145.8	127.0	149.1	189.0	248.1	244
% Achieved Flow Through	66.8	68.1	75.3	72.1	72.2	74.9	74.1	77.3
%Flow Through	79.7	82.7	85.5	84.9	83.9	84.8	82.6	83.8
%Benchmark	85.0	85.0	85.0	85.0	85.0	85.0	85.0	85.0

UNE-P	**Dec-01**	**Jan-02**	**Feb-02**	**Mar-02**
Total Mech LSR	111,919	135,025	114,977	133,177
% Achieved Flow Through	68.6	76.6	73.5	74.2
%Flow Through	83.2	86.4	85.8	85.1

UNE Loops	**Dec-01**	**Jan-02**	**Feb-02**	**Mar-02**
Total Mech LSR	7,865	10,764	12,024	15,711
% Achieved Flow Through	60.3	57.8	57.9	53.8
%Flow Through	74.1	72.2	73.8	71.7

Attachment 6

July 18, 2002

DELIVERED BY HAND

Mr. Reece McAlister
Executive Secretary
Georgia Public Service Commission
244 Washington Street, S.W.
Atlanta, Georgia 30334-5701

Re: *Performance Measurements for Telecommunications Interconnection, Unbundling and Resale*; Docket No. 7892-U

Dear Mr. McAlister:

At the Data Notification workshop held on July 8, 2002, BellSouth Telecommunications, Inc. ("BellSouth") was asked to provide additional information in response to certain questions from workshop participants. Outlined below are BellSouth's responses to these questions:

April Data Notification / Ordering Measurements / Item 3 - Provide an example of the type of records that are not associated with any CLEC which BellSouth proposes to exclude from CLEC aggregate performance results.

Response – Attachment 1 is a spreadsheet with 82 Local Service Requests ("LSRs") that were excluded from April data because they were not associated with any CLEC. These LSRs were faxed to the Local Carrier Service Center ("LCSC") and ultimately rejected back to the CLEC, which, because of the manner in which the LSR was entered into BellSouth's systems, required the LCSC representative to enter '0000' in the company code field.

April Data Notification / Ordering Measurements / Item 4 - Identify each category in which products are reported multiple times and identify those products for which performance data is not reported anywhere.

Response – Attachment 2 is a spreadsheet containing all products that rollup into multiple categories, or that do not rollup into any category.

April Data Notification / Provisioning Measurements / Item 9 – Explain Tennessee discovery response in which BellSouth allegedly indicated that data associated with orders completed in one month but for which a completion notice was sent in another month would be corrected with July data when notice filed in Georgia indicated this problem was fixed with April data.

Response – Both responses are correct. In April, BellSouth implemented a change to pick up additional orders where the completion date is recorded in one month, but the order moved into completion pending (CP) status in the previous month. CP status is the start time stamp for the Average Completion Notice Interval ("ACNI") calculation. Unfortunately, BellSouth did not implement this change correctly for multi-point design circuits, and this defect, which elongates the completion notice interval for these orders, will be corrected with June data. In the discovery response in Tennessee, BellSouth was referring to another enhancement required to pick up an additional subset of orders that achieve CPX status (the ACNI stop time stamp) in one month, but the work was completed in the previous month. This change will only impact a small number of orders for which CPX status is not achieved prior to the closure of BellSouth's data processing window (3-4 days into the subsequent calendar month). Although BellSouth believed at the time it filed the discovery response in Tennessee that this enhancement would be implemented effective with July data, this change has been delayed and has not been scheduled for implementation.

April Data Notification / Maintenance & Repair Measurements / Item 19 - Explain whether the change to include existing circuits with pending service order changes on them within the number of lines in service was made with April data and, if not, state when that change will be made.

Response – This change was made with April data, consistent with BellSouth's April Data Notification.

May Data Notification / Ordering Measurements - Provide the status of the change to address Florida Observation 184, which involves Purchase Order Numbers showing up in Flow Through as electronic but showing up as partially mechanized for purposes of Firm Order Confirmation ("FOC") timeliness.

Response – The problem identified by KPMG Consulting as part of the Florida third-party test involved an issue with LNP Flow Through data by which some LSRs were being erroneously captured as "Flow Through" even though thery were actually handled by a service representative in the LCSC. These LSRs were properly recorded as partially mechanized for FOC timeliness purposes. BellSouth implemented a coding change with May 2002 data to more accurately identify when a service representative handles an LSR for in calculating LNP Flow Through results. BellSouth inadvertently failed to include this change in its May Data Notification and regrets this oversight.

September Data Notification /Maintenance & Repair Measurements /Item 9 - Quantify the number of items that are assigned to the "error bucket" in a given month.

Response – Attachment 3 is a document that classifies each error that resulted in the exclusion of a trouble ticket from the Maintenance & Repair measures for May 2002, with the applicable number of trouble tickets and line counts associated with each such error.

A question also was asked about BellSouth's performance data and penalty calculations under the four Local Number Portability measures that are being evaluated by the Commission consistent with its August 7, 2001 decision in this docket. BellSouth filed January results on March 22, 2002, and results for February and March were filed on July 17, 2002. Because these data and penalty calculations are performed manually outside of the normal PMAP process, BellSouth has not been as timely as it should have been in filing this information, although BellSouth expects to get current with filings for April and May next week.

Enclosed please find an original and eighteen (18) copies of this correspondence, as well as an electronic version, for filing in the above-referenced proceeding. I would appreciate your returning the three (3) extra copies stamped "filed" in the enclosed self-addressed and stamped envelopes.

Yours very truly,

Bennett L. Ross

BLR:nvd
Enclosures

cc: Mr. Leon Bowles (via electronic mail)
Parties of Record (via electronic mail)

455136

Attachment 7

The Frequency of BellSouth System Errors has Increased in 2002

Non-LNP LSRs

Month	BellSouth Caused Fallout	Validated LSRs	Percent BellSouth System Error
January	41,734	345,261	12.09%
February	39,629	304,838	13.00%
March	43,015	310,811	13.84%
April	47,282	357,053	13.24%
May	57,638	395,004	14.59%
June	51,764	385,758	13.42%

LNP LSRs

Month	BellSouth Caused Fallout	Validated LSRs	Percent BellSouth System Error
January	716	10,650	6.72%
February	532	9,659	5.51%
March	723	10,034	7.21%
April	843	12,317	6.84%
May	1,115	12,107	9.21%
June	1,402	9,447	14.84%

Attachment 8

Sources of Manual Fallout Load on the LCSC

2002	% BellSouth Designed Fallout and System Error	% CLEC Caused Fallout
January	19.37%	4.05%
February	20.37%	4.55%
March	21.00%	4.65%
April	19.65%	4.08%
May	19.97%	4.64%
June	18.59%	3.63%

Attachment 9

Legal Department

NANCY B. WHITE
General Attorney - FL

BellSouth Telecommunications, Inc.
150 South Monroe Street
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Tallahassee, Florida 32301
(305) 347-5558

July 30, 2002

Mrs. Blanca S. Bayó
Director, Division of the Commission Clerk and
Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: Docket No. 000121A-TP (OSS)

Dear Ms. Bayó:

Pursuant Order No. PSC-02-0989-PAA-TP, enclosed are an original and fifteen copies of BellSouth's Proposed Service Quality Measure Flow Through Improvement Plan Issue No. 1, which we ask that you file in the captioned docket.

A copy of this letter is enclosed. Please mark it to indicate that the original was filed and return the copy to me. Copies have been served to the parties shown on the attached Certificate of Service.

Sincerely,

Nancy B. White

Nancy B. White (LA)

Enclosures

cc: All parties of record
Marshall M. Criser, III
R. Douglas Lackey

CERTIFICATE OF SERVICE
Docket No. 000121A-TP

I HEREBY CERTIFY that a true and correct copy of the foregoing was served via Federal Express this 30th day of July, 2002 to the following:

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Nancy B. White (KA)

(+) Signed Protective Agreement

#237366

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

Investigation into the establishment Of Operations Support Systems Permanent Performance Measures for Incumbent Local Exchange Telecommunications Companies	)))))	Docket No. 000121A-TP Filed: July 30, 2002

BELLSOUTH'S PROPOSED SERVICE QUALITY MEASURE FLOW THROUGH IMPROVEMENT PLAN ISSUE NO. 1

OVERVIEW

In its Performance Metrics Order, the Florida Public Service Commission ("Commission") ordered BellSouth to file a Flow Through improvement plan by July 30, 2002 on how it intends to achieve the Service Quality Measure Flow Through benchmarks and show significant improvement in 2002. The Commission opened Docket No. 000121-TP to develop permanent performance metrics for the ongoing evaluation of Operations Support Systems ("OSS") provided for Alternate Local Exchange Carriers' ("ALECs") use by Incumbent Local Exchange Carriers ("ILECs"). Associated with the performance metrics is a monitoring and enforcement program that is to ensure that ALECs receive nondiscriminatory access to the ILEC's OSS.

Pursuant to the stated goals of its docket, the Florida Commission ordered BellSouth to file a specific action plan by July 30, 2002 designed to improve the Flow Through Service Quality Measure in order to achieve the mandated benchmarks. In compliance with the Commission's directive, BellSouth hereby submits its Proposed Flow Through Improvement Plan.

As an initial matter, any improvement plan must be viewed in the proper context. BellSouth's current commercial data demonstrates that its OSS provides high flow through capability. Furthermore, the FCC considered BellSouth's commercial data in formulating its comments in the Georgia and Louisiana (GALA) Order. The FCC affirmed that "BellSouth's OSS are capable of flowing through UNE orders in a manner that affords competing carriers a meaningful opportunity to compete." It also found that

"BellSouth is capable of flowing through resale orders in substantially the same time and manner as it does for its own retail customer orders." GALA Order, ¶ 143

BellSouth's overall flow through results reflects the fact that BellSouth's flow through performance remains strong. This is especially true for ALECs that submit large numbers of requests and yet maintain high flow through rates. The chart below shows the top 5 ALECs by electronic LSR volume. The data covers the entire region and reflects activity that took place during the first quarter of 2002. Note that for live ALECs, the flow through rates for 3 out of the 5 ranges from 90.19% to 94.64%.

ALEC	Total Mech LSR	% Flow Through
A	294,868	77.06%
B	161,971	90.19%
C	155,179	78.76%
D	107,118	93.53%
E	81,319	94.64%

Flow through rates for individual competing carriers can vary, and the FCC has also recognized "that BellSouth's ability to flow through orders at high rates is dependent, in part, on the ability of the competing carriers." GALA Order, ¶ 145. An analysis of the March 2002 Percent Flow Through Service Requests (Aggregate Detail) report reveals that 246 users experienced a flow through rate in excess of 90%. Of significant note, 39 of these users electronically submitted in excess of 1,000 LSRs with 80 more users submitting between 100 and 999 LSRs. From these 119 users, 30 experienced achieved flow through rates of 90% or higher, and 34 experienced achieved flow through rates between 85.0% and 89.9%. The number of ALECs experiencing higher flow through rates demonstrates that BellSouth is providing ALECs with electronic interfaces capable of accepting flow through eligible requests.

That being said, BellSouth remains committed to improving flow through via the methods discussed below.

BELLSOUTH'S REPORT ON PROPOSED FLOW THROUGH IMPROVEMENT PLAN

A. Flow Through Task Force

In February 2001, BellSouth and the ALECs established the cooperative Flow Through Task Force ("FTTF"), which operates as a subcommittee of the CCP. The FTTF analyzes UNE and Resale LSRs to improve flow through and reduce fall out. The objective of the FTTF is to enhance the flow through of electronic orders, document those enhancements, and develop a schedule for implementing the enhancements. On April 9, 2002, the FTTF had its regular meeting. Following this meeting the FTTF distributed a ballot for the ALECs to prioritize the flow through change requests that had been submitted to the FTTF over the past year. There is a Flow Through Improvement List that identifies those flow-through improvement features, errors, and defects that have already been implemented or are targeted for the next release 10.6. A total of thirty-five items have been identified, thirty-one of which have been implemented. In addition, the ALECs have adopted portions of BellSouth's change management improvement proposal (commonly known as the red line/green line). Flow through change requests initiated by the flow through task team are considered as Type 2 mandates, thus receiving the highest priority rating. These efforts will enhance BellSouth's ability to meet the benchmarks established by the Florida Commission and also the expectations of the FCC where in its Order approving BellSouth's Georgia and Louisiana application, the FCC "note [d] that the Georgia Commission established the FTTF to further improve BellSouth's performance. ...We expect that BellSouth will continue to improve its flow through performance, work with ALECs in workshops, and make requested improvements through the change management process." [Footnotes omitted.] GALA Order, ¶ 146. These efforts will enhance BellSouth's ability to meet the benchmarks established by the Florida Commission.

B. Additional Initiatives

BellSouth proposes to undertake an additional project to improve flow through rates for Residential Resale, Business Resale, UNE, and LNP segments to benchmarks established by this Commission. According to the Florida Interim Service Quality

Measurement Plan, Version 3.0 dated June 2, 2001 the benchmarks for the segments of Percent Flow Through Service Requests are:

SQM Flow Through Segments	Benchmarks
Residence Resale	95%
Business Resale	90%
Unbundled Network Elements (UNE)	85%
Local Number Portability (LNP)	85%

1. This project will focus solely on reducing or eliminating items classified as "BST errors" in the current flow through reporting process. BST errors are errors that require manual review by the LCSC due to BellSouth system functionality. In other words, the ALEC orders are accepted by the BellSouth OSS and then the orders fall out for BST manual intervention. This fall out is categorized into Error Buckets or Error Codes. BST will focus on these BST errors for this project.

2. This project will add information technology resources, over and above those currently designated for the ALEC OSS projects, and will not affect the capacity already identified for the 2002 and 2003 release schedule, as published and shared through the Change Control Process ("CCP").

3. BellSouth will follow the CCP Document and open Type 6 change requests as identified for improvement purposes. A description of the CCP Document is outlined in the Change Control Process Document located at:

http://www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/bccp/ccp_bccp_guide.pdf

These Type 6 change requests will be implemented during the system maintenance windows as point releases and will not be tied to the existing release schedule. These corrections will not be available for testing in CAVE, since they require no change on the part of the ALEC, and affect only orders currently being processed as BST errors.

4. The flow through improvement plan outlined will focus on the Local Exchange Service Order ("LESOG") application. BellSouth has performed an analysis of the top error codes impacting flow through and identified flow through errors that are

isolated to the LESOG application. Other systems may be impacted with future maintenance releases. Implementation is expected to begin on or about mid August. Included in the flow through improvement project plan below is the estimated time-line for each of the flow through segments, showing current performance, and expected improvements once this plan is implemented.

FLOW THROUGH IMPROVEMENT PROJECTION

Category	**Residence Resale**		**Business Resale**		**UNE**		**LNP**	
Benchmark	**95%**		**90%**		**85%**		**85%**	
Actual/ Projected Performance	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected
Apr 02	87.32		71.85		84.54		92.60	
May 02	86.74		69.54		82.68		89.80	
Jun 02	88.58	88.58	73.74	73.74	83.84	83.84	83.63	83.63
Jul 02	XX	88.58	XX	73.74	XX	83.84	XX	83.63
Aug 02	XX	88.58	XX	73.74	XX	83.84	XX	83.63
Sep 02	XX	90.00	XX	79.92	XX	87.96	XX	83.63
Oct 02	XX	90.00	XX	79.92	XX	91.29	XX	83.63
Nov 02	XX	90.95	XX	81.56	XX	92.62	XX	84.40
Dec 02	XX	90.95	XX	81.62	XX	92.62	XX	84.40
Jan 03	XX	90.95	XX	81.62	XX	92.98	XX	84.40
Feb 03	XX	93.01	XX	81.90	XX	92.98	XX	85.0

Exhibit OSS-1 provides greater detail on the individual segments (Residence, Business, UNE and LNP) relative to total mechanized LSR volumes eligible for flow through.

Provided in the analysis below is a more detailed assessment of the flow through improvement plan by each segment:

UNE

BellSouth fully expects to meet the % Flow Through UNE benchmark of 85% with September flow through results. This is particularly important because the UNE segment comprises approximately 49% of total mechanized LSR volume for results reported June 2002.

Residence Resale

BellSouth expects to demonstrate noticeable progress toward meeting the % Flow Through Residence benchmark of 95% with projected flow through results of 93.01% with February 2003 results. However, based on early projections, the additional 2% needed to meet this benchmark is not expected until fourth quarter of 2003. The flow through improvement needed in the residence segment requires that BellSouth fix a large number of error codes with low LSR volume to realize a 2% flow through improvement. The residence segment comprises approximately 45.6% of total mechanized LSR volume for results reported June 2002.

Business Resale

BellSouth expects to make progress toward meeting the % Flow Through Business benchmark of 90%. However, BellSouth's assessment of the flow through data in this segments reveals that BellSouth will be unable to attain a 90% benchmark. The complexity and relative small volumes associated with this segment does not allow for many significant improvement opportunities to realize significant flow through improvement. While BellSouth is committed to improving flow through in each segment, this segment's complexity coupled with its volume makes it difficult to realize significant flow through improvement beyond about 82%. The business segment now comprises 1.8% of total mechanized LSR volume for results reported June 2002.

LNP

BellSouth has met or exceeded the flow through benchmark of 85% nine out of the last ten months. June 2002 % LNP flow through was 83.63%. Prior to this Commission's Order to implement facilities check before firm order confirmation ("FOC"), BellSouth consistently met the SQM benchmark. LNP % flow through has dropped from 89.8% in May 2002 to 83.63% in June 2002. The facilities check before

FOC was implemented with Release 10.5 on June 1, 2002.[1] Prior to facilities check, the FOC could be sent to the ALEC while the service order was in assignable order ("AO") status. The AO status is assigned to the service order prior to the facilities check. In LNP, this counted as flow through even if downstream provisioning errors that can produce other service order edit routine (SOER) errors were generated later. Now the FOC cannot be returned until the service order is in pending dispatch ("PD") or pending facilities ("PF") status. The service order cannot proceed to facilities check with ("SOER") errors, so the service representative now has to clear the errors prior to returning the FOC.

Without request type B, loop + LNP, LNP flow through in June is 89.98%. Before implementing this feature, the flow through improvement plan did not necessitate including this segment in the process. Consequently, BellSouth will pursue possible feature enhancements to achieve 85% flow through improvement in LNP to achieve this benchmark, given the special requirement placed on BellSouth by this Commission to perform a facility check before FOC. The LNP segment comprises approximately 3.4% of total mechanized LSR volume for results reported June 2002.

CONCLUSION

To comply with this Commission's Order, BellSouth plans to take the steps outlined in this proposal to demonstrate noticeable progress toward meeting the flow through benchmarks. As part of the flow through improvement plan, BellSouth would like to provide this Commission with an update of progress made toward reaching those benchmarks in addition to the Service Quality Measurement Reports that are filed monthly with the Commission. BellSouth proposes to update this plan for the Commission on October 30, 2002.

[1] As a result, one Florida ALEC's flow through rate dropped from 78% to 11% in June after facility check before a FOC was implemented.

Respectfully submitted this 30th day of July, 2002.

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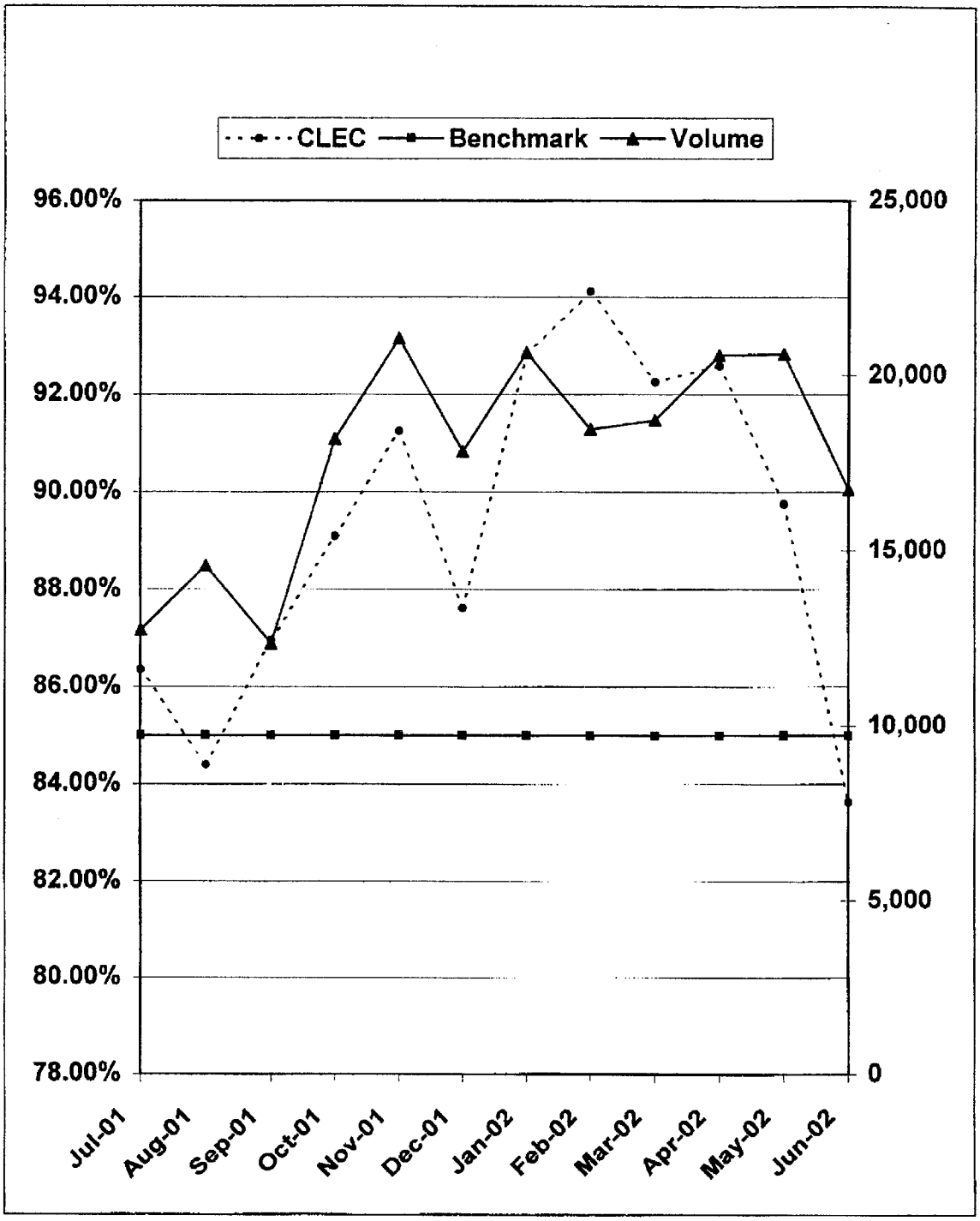
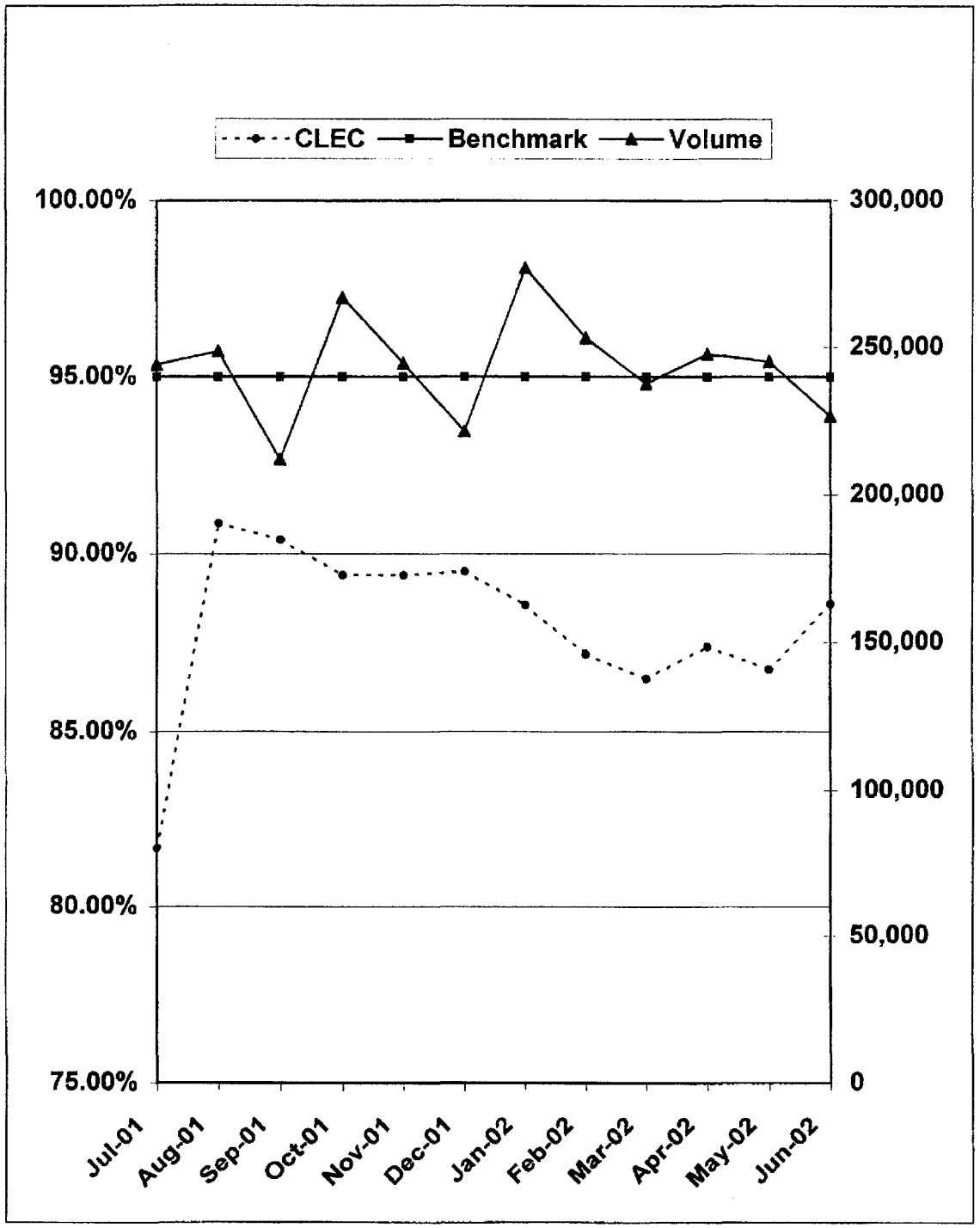
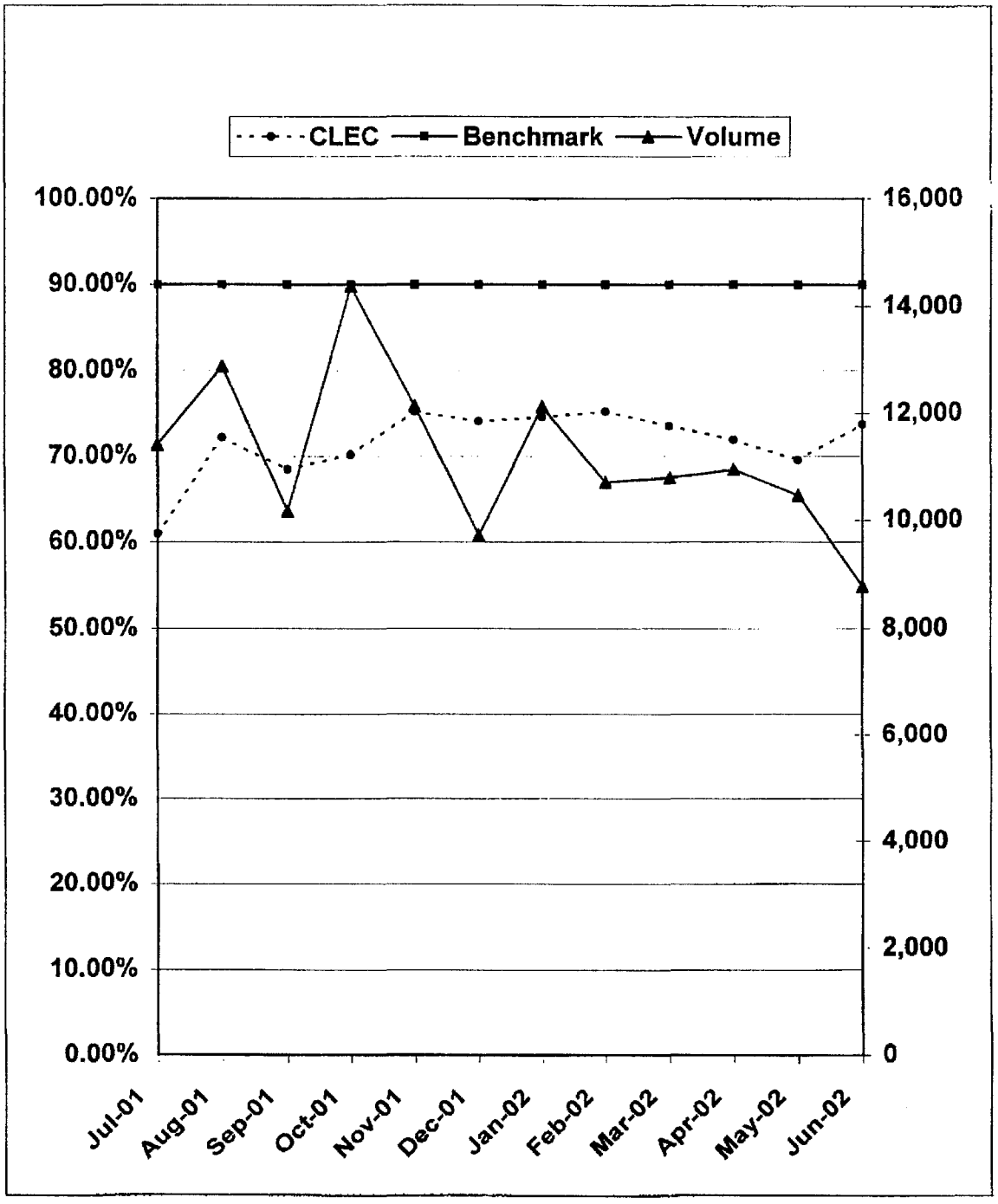
Florida Interim, July 2001 - June 2002
General - Flow Through - LNP (Chart F.1.3.1)
% Flow Through Service Requests
Volume indicates total number of Mechanized LSR Submissions



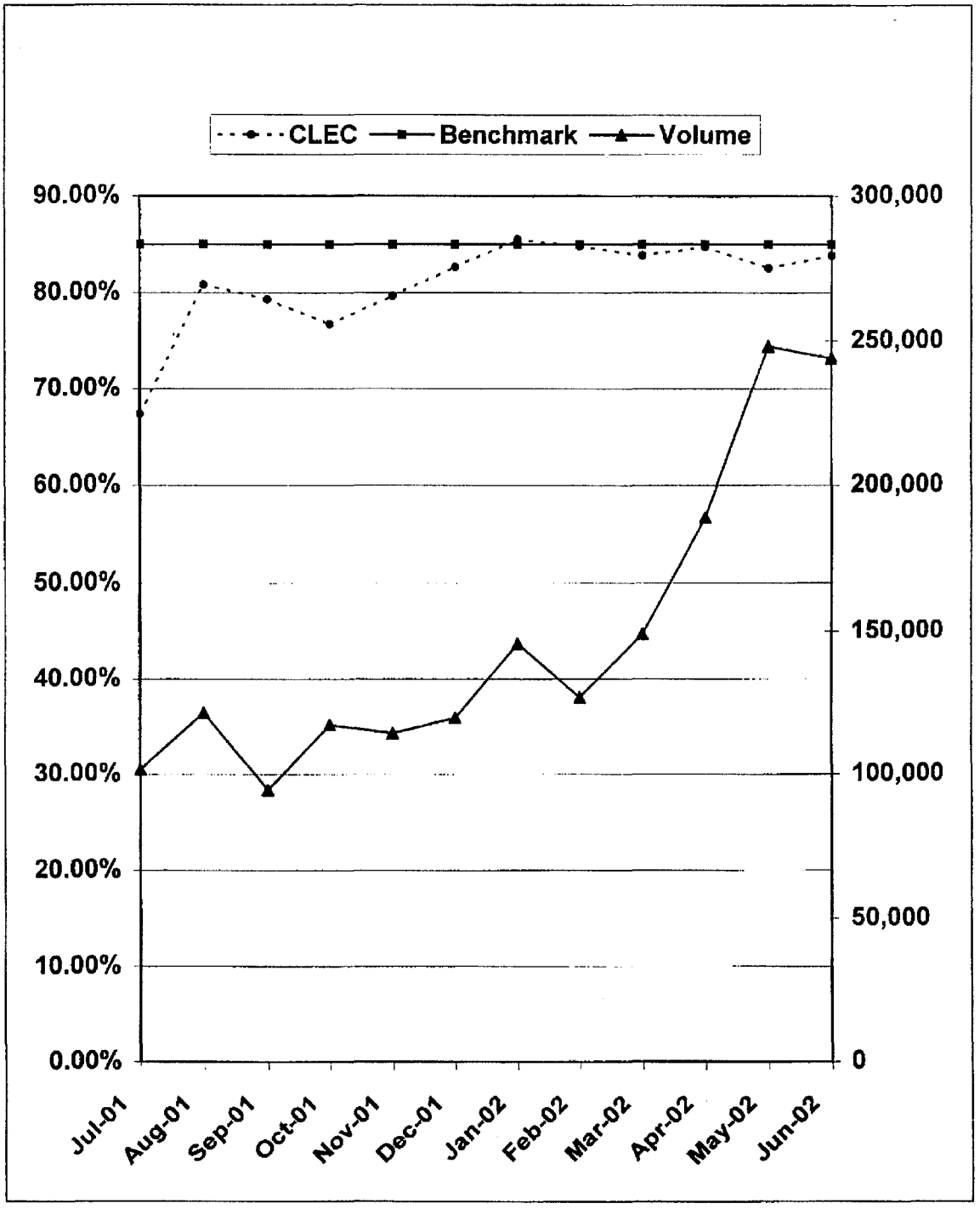
Florida Interim, July 2001 - June 2002
General - Flow Through - Residence (Chart F.1.1.3)
% Flow Through Service Requests
Volume indicates total number of Mechanized LSR Submiss



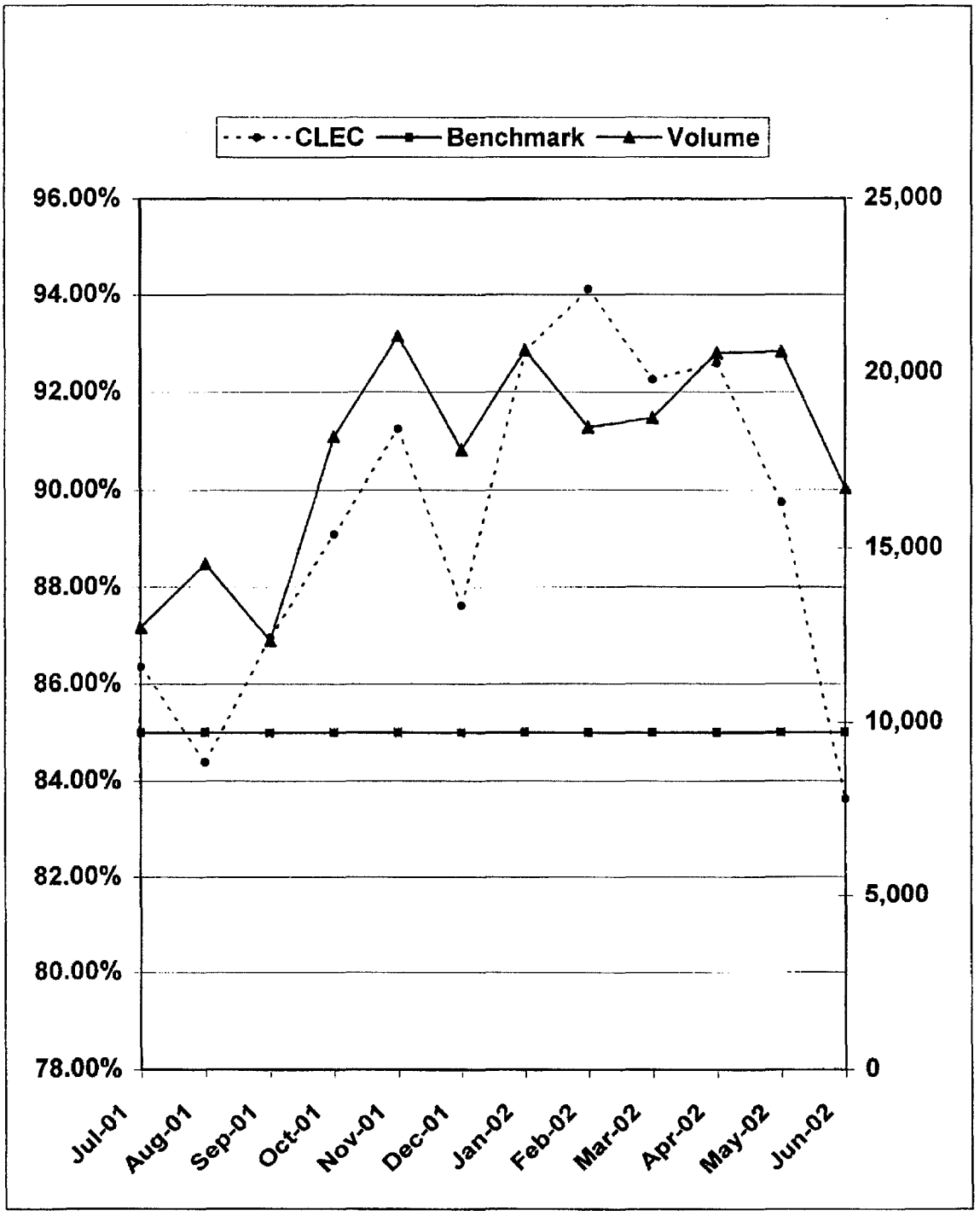
Florida Interim, July 2001 - June 2002
General - Flow Through - Business (Chart F.1.1.4)
% Flow Through Service Requests
Volume indicates total number of Mechanized LSR Submissions



Florida Interim, July 2001 - June 2002
General - Flow Through - UNE (Chart F.1.1.5)
% Flow Through Service Requests
Volume indicates total number of Mechanized LSR Submis



Florida Interim, July 2001 - June 2002
General - Flow Through - LNP (Chart F.1.3.1)
% Flow Through Service Requests
Volume indicates total number of Mechanized LSR Submissions



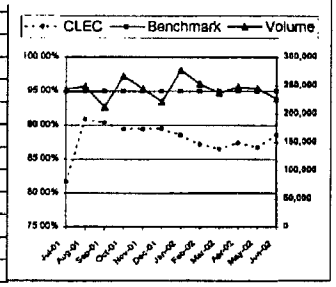
July 2001 - June 2002
General - Flow Through
% Flow Through Service Requests

(% of LSRs submitted electronically that flow through and reach a status for an FOC to be issued without manual intervention)

Numerator indicates total number of LSRs that flowed through the system.

Volume indicates total number of Mechanized LSR Submissions

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Jul-01	95.00%	[redacted]		81.68%	156,833	244,057	[redacted]		NO
Aug-01	95.00%			90.38%	176,854	248,610			NO
Sep-01	95.00%			90.39%	149,887	212,130			NO
Oct-01	95.00%			89.40%	183,445	266,609			NO
Nov-01	95.00%			89.40%	169,113	244,533			NO
Dec-01	95.00%			89.50%	153,792	221,718			NO
Jan-02	95.00%			88.56%	188,318	276,926			NO
Feb-02	95.00%			87.17%	165,387	253,123			NO
Mar-02	95.00%			90.49%	155,437	237,552			NO
Apr-02	95.00%			87.39%	169,874	247,684			NO
May-02	95.00%			88.74%	165,589	245,039			NO
Jun-02	95.00%			88.59%	155,119	228,834			NO



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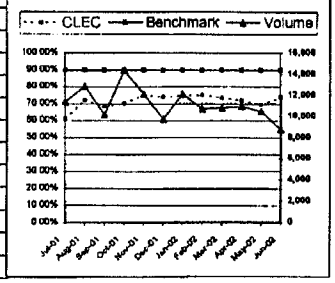
F.1.1.4 **Business/Region (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Jul-01	90.00%	[redacted]		80.95%	3,899	11,411	[redacted]		NO
Aug-01	90.00%			72.14%	5,393	12,879			NO
Sep-01	90.00%			68.47%	3,859	10,172			NO
Oct-01	90.00%			70.17%	5,438	14,367			NO
Nov-01	90.00%			75.16%	4,813	12,134			NO
Dec 01	90.00%			74.07%	3,925	9,724			NO
Jan-02	90.00%			74.56%	5,106	12,122			NO
Feb-02	90.00%			76.20%	4,504	10,709			NO
Mar-02	90.00%			73.56%	4,287	10,800			NO
Apr-02	90.00%			71.86%	4,327	10,948			NO
May-02	90.00%			69.54%	4,158	10,474			NO
Jun-02	90.00%			73.74%	3,566	8,779			NO



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July 2001 - June 2002
General - Flow Through
% Flow Through Service Requests

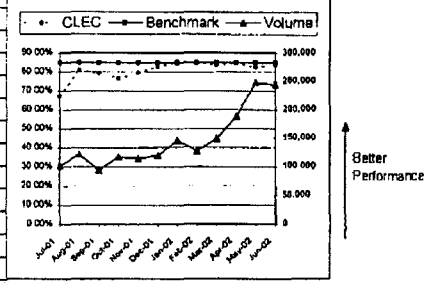
(% of LSRs submitted electronically that flow through and reach a status for an FOC to be issued without manual intervention)

Numerator indicates total number of LSRs that flowed through the system.

Volume indicates total number of Mechanized LSR Submissions

F.1.1.5 **UNE/Region (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Jul-01	95.00%	[redacted]		47.36%	48,352	101,598	[redacted]		NO
Aug-01	95.00%			80.82%	98,055	121,594			NO
Sep-01	95.00%			79.33%	51,515	94,392			NO
Oct 01	95.00%			76.74%	58,832	117,270			NO
Nov-01	95.00%			79.05%	51,429	114,297			NO
Dec-01	95.00%			82.67%	86,578	118,789			NO
Jan-02	95.00%			95.60%	92,337	146,792			YES
Feb-02	95.00%			84.89%	77,334	127,008			NO
Mar-02	95.00%			83.88%	89,405	149,121			NO
Apr-02	95.00%			54.78%	117,389	189,007			NO
May-02	95.00%			52.57%	144,533	246,097			NO
Jun-02	95.00%			93.84%	158,180	244,024			NO



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July 2001 - June 2002
General - Flow Through
% Flow Through Service Requests - LNP

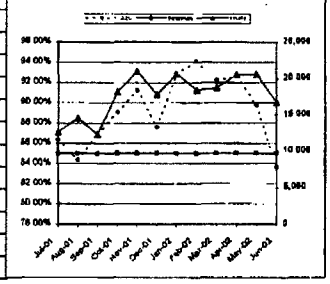
(% of LSRs submitted electronically that flow through and reach a status for an FOC to be issued without manual intervention)

Numerator indicates total number of LSRs that flowed through the system.

Volume indicates total number of Mechanized LSR Submissions

F.1 3.1 Summary/Region (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Jul-01	85.00%	[redacted]	[redacted]	88.36%	4,197	12,731	[redacted]	[redacted]	YES
Aug-01	85.00%	[redacted]	[redacted]	84.40%	3,949	14,557	[redacted]	[redacted]	NO
Sep-01	85.00%	[redacted]	[redacted]	86.98%	4,041	12,350	[redacted]	[redacted]	YES
Oct-01	85.00%	[redacted]	[redacted]	89.09%	7,785	18,189	[redacted]	[redacted]	YES
Nov-01	85.00%	[redacted]	[redacted]	91.24%	9,835	21,034	[redacted]	[redacted]	YES
Dec-01	85.00%	[redacted]	[redacted]	87.82%	7,274	17,807	[redacted]	[redacted]	YES
Jan-02	85.00%	[redacted]	[redacted]	92.61%	9,236	20,639	[redacted]	[redacted]	YES
Feb-02	85.00%	[redacted]	[redacted]	94.12%	8,513	18,446	[redacted]	[redacted]	YES
Mar-02	85.00%	[redacted]	[redacted]	92.26%	8,611	18,705	[redacted]	[redacted]	YES
Apr-02	85.00%	[redacted]	[redacted]	92.56%	10,531	20,563	[redacted]	[redacted]	YES
May-02	85.00%	[redacted]	[redacted]	89.75%	9,786	20,604	[redacted]	[redacted]	YES
Jun-02	85.00%	[redacted]	[redacted]	83.93%	7,161	16,722	[redacted]	[redacted]	NO



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